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In Addition (not included in handbook) students are provided  
    Medical Assisting Plan of Study for Diploma  
    Medical Assisting Plan of Study for Associate of Applied Science

## **Accreditation**

The Craven Community College Medical Assisting Diploma Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon recommendation of the Medical Assisting Education Review Board (MAERB). CAAHEP web site: [www.caahep.org](http://www.caahep.org). CAAHEP address: CAAHEP address: 25400 US Highway 19 N., Suite 158, Clearwater, FL 33763. Phone: 727-210-2350



Dear Student:

The faculty and staff at Craven Community College would like to welcome you in the Medical Assisting Program.

This program is designed to prepare you for employment in a variety of positions including, but not limited to medical offices, health maintenance organizations, health departments and hospitals.

It is the responsibility of each MA student to review the handbook independently and to refer to it as needed during his/her enrollment. This handbook is designed to provide general information that is appropriate to the MA program. Please read the handbook, cover to cover, retain it for future reference and submit all required forms by the set date noted for each form.

This handbook supplements the policies and procedures adopted by the CCC Board of Trustees. In the event of any conflict between a BOT policy and any policy of provision of this handbook, the BOT policies shall be construed as setting forth the minimum expectations, rule or procedure applicable. In other words, some components of the policies set forth in this handbook may impose greater obligations, expectations or responsibilities on students in the MA program than are generally applicable to other students. In the event a student has a question or concern regarding inconsistencies in these policies, they should direct them to the program coordinator. The program coordinator may confer with the Dean of Health Programs, Vice-President of Instruction and other administrative officials to resolve any such issue or conflict.

All statements in the medical assisting student handbook are announcements of present MA program policies and are subject to change at any time. While every effort will be made to give notice of any changes in the program's policies, such is not guaranteed nor required.

We are excited that you have chosen Craven Community College's program and we wish you much success.

Sincerely,

Alexa S. Tarplee, CMA (AAMA), CET, AAS  
Medical Assisting Program/Practicum Coordinator/Faculty

## I. Medical Assisting Program Faculty and Support Services

### Program and Practicum Coordinator/Faculty

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### Support Staff

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## **II. Medical Assisting Program Objectives**

Upon completion of the objectives, the student will meet the requirements for a diploma as a Medical Assistant and will be prepared to the following:

1. Perform administrative duties to include answer telephones, greet patients, update and file medical records, fill out insurance forms, handle correspondence, schedule appointments, arrange for hospital admissions, laboratory services admissions and handle basic bookkeeping.
2. Apply basic knowledge of medical assisting process and concepts of health and illness when implementing medical care.
3. Perform clinical duties to include: take patient medical history, vital signs, explain treatments, prepare patients for examinations, assist provider during a procedure, collect lab specimens, basic lab testing, dispose of contaminated supplies, sterilize medical instruments, prepare and administer medications, authorize medication refills as directed, prepare patients for x-ray, perform EKGs and remove sutures/staples.
4. Demonstrate knowledge of the Medical Assisting code of ethics and basic skills applying ethical/legal principles in the delivery of care.
5. Assume responsibility for continued career development as related to expanding knowledge based on a changing health care system.
6. Apply for and pass the AAMA national certification examination on first attempt.
7. Qualify for employment in a variety of healthcare of settings.

### III. Program Outcomes

Year	Retention	Placement	Grad Part	Grad Sat	Emp Part	Emp Sat	Exam Part	Exam Pass	# Grads from admissions cohort
	>=60%	>=60%	>=30%	>=80%	>=30%	>=80%	>=30%	>=60%	
2016	78.95%	86.67%	86.67%	100.00%	66.67%	100.00%	68.18%	86.67%	15
2015	84.62%	81.82%	77.27%	100.00%	75.00%	100.00%	94.74%	83.33%	22
2014	95.00%	73.68%	63.16%	100.00%	100.00%	100.00%	100.00%	88.24%	19
2013	88.24%	73.33%	80.00%	100.00%	90.91%	100.00%	94.74%	94.44%	15
2012	95.00%	84.21%	100.00%	100.00%	100.00%	100.00%	NA	NA	19
5 year	88.24%	80.00%	81.11%	100.00%	88.00%	100.00%	88.31%	88.24%	90

#### Enrollment, Retention and Graduation

1. The medical assisting program has an average retention rate of 88% for the past five years. There are a number of support services available to students so that they can successfully complete the program.
2. The medical assisting program has a job placement of 80% over the past five years.
3. Students in the medical assisting program are satisfied with the education that they receive, as there is an average 100% graduate satisfaction rate over the past five years.
4. Five-year average for employer satisfaction is 100%.
5. The five-year weighted average for AAMA Exam pass rate for the Diploma Medical Assisting Program is 87%, based on the most recent Annual Report Form submitted to the Medical Assisting Education Review Board (MAERB) and the Commission on Accreditation of Allied Health Education Programs (CAAHEP).



## IV. Admission Process

### A. Admission Requirements

Admission Requirements with worksheets can be found at [www.cravencc.edu](http://www.cravencc.edu). Admissions are in the summer during specific dates as reflected in the website. The application is online.

To be considered a “qualified applicant” for the medical assisting program, one must meet the minimum academic requirements listed below:

1. Must be a graduate of an accredited/registered high school or a recognized equivalency, such as a GED.
2. Complete and apply for general admission to Craven Community College as well as an application to the Medical Assisting program. All applicants must complete an online Medical Assisting program during the opening application dates even if currently enrolled at Craven Community College or have made previous applications to the Medical Assisting program.
3. Provide official high school or GED transcript with graduation or GED certification date. Official transcripts must be mailed or hand delivered to the admissions office in the original, sealed envelope from the awarding institution or agency. Faxed transcripts are NOT accepted.
4. Provide official transcripts from all previous college(s). Official transcripts must be mailed or hand delivered to the admissions office in the original, sealed envelope from the awarding institution or agency. Faxed transcripts are NOT accepted.
5. A student must achieve a minimum of “C” grade on each relevant CCC or transfer course. Only grades of “C” or better will be accepted for point earning, transfer purposes, and program completion on general education courses. Only grades of “B” or better will be accepted for point earning, transfer purposes, and program completion on core program courses.
6. Take the placement test in reading/English and math. There is a five-year limit on math placement test scores. Placement test may be waived based on SAT scores of 500 on writing, reading and math or ACT scores of English-18, Reading-21 and/or Mathematics-22 (if taken within the past five years).
7. Have completed DRE 096-098 or placement into English 111.
8. Have completed DMA 010-030 courses or placement into MAT 110.
9. Have a 2.5 GPA or higher.

### B. Admission Requirements of Contingently Accepted Applicants

#### 1. General Information

- **Number of Applicants**

The maximum number of applicants annually accepted for the Medical Assisting program is thirty (30).

- **Competitive Ranking**

If the number of qualified applicants exceeds the number listed above, then the admission process becomes competitive and the selection criteria of the top applicants for the program are based on a ranking system. This system is utilized to determine the most qualified students based on their college or high school cumulative GPA and points awarded for courses completed in the Medical Assisting curriculum schema, previously earned degree(s), and health care related work experience and certifications. The program does not grant advanced placement for experiential learning.

If the number of qualified applicants does not exceed the maximum number of applicants then no pre-admission meeting will be held. Instead the applicants will be required to attend a **mandatory** orientation meeting. Information will be provided regarding dates and times.

**Applicants failing to report at the scheduled time for the orientation meeting will have their names withdrawn from consideration unless they have previously received a waiver from the Program Coordinator.**

### **C. Health Requirements**

1. Physical health is defined as being free of disabling and contagious disease, being able to perform fine and gross motor skills, being able to perform normal weight-bearing ambulatory activities as well as abstaining from illegal use of controlled substances or abuse of alcohol or prescribed medication.

Assessment of the physical health of the applicant is made through the use of a physical examination performed by the applicant's physician, physician assistant, or nurse practitioner and required tests as stated on the Student Health Form. If a physical condition threatens to prevent satisfactory performance, the applicant is counseled and referred to an appropriate professional.

The completed CCC Health Form is due by the designated deadline, utilizing the third party compliance tracker selected by CCC. Instructions on how to complete this process will be provided at the mandatory medical assisting orientation session.

2. Emotional Health is defined as reacting appropriately to stressful situations, coping with every day environmental stresses with little difficulty, using healthy coping mechanisms, and understanding one's own ability to cope with stressful situations.

Assessment of the emotional health of an applicant is made through the use of physical examinations, personal conferences, references, and letters from mental health care providers if intensive therapy is in progress or has occurred, and psychological evaluations if necessary.

3. An applicant who has had an existing problem(s) (physical or emotional) must provide certification from a physician that the condition(s) is/are stable and the student is able to participate fully in the program. A plan of treatment for said condition(s) is to be in the applicant's file in the Medical Assistant Program Coordinator's Office, which is kept in a locked file drawer.
4. Each individual is required to complete the immunization tracking utilizing the third party compliance tracker selected by CCC, by the designated deadline. Instructions on how to complete this process will be provided at the mandatory medical assisting orientation session. Immunization requirements are subject to change as a result of any practicum agency's policy revisions. **It is the ongoing responsibility of the student to monitor and comply with immunization and health requirements. Failure to do so will result in the student's inability to participate in practicum rotation and meet the requirements of the medical assisting program. Absences for delinquency in maintaining current immunizations will not be excused.**
5. Immunizations are required for medical assisting students. This procedure may be hazardous in the event of pregnancy. A doctor should be consulted if the immunization is necessary. Immunizations may be waived with a document signed by a physician, physician assistant, or nurse practitioner stating medical reasons.
6. Each individual will complete a "Hepatitis Status" form available in the Bloodborne Pathogens Handbook and provide it by the designated date. Hepatitis vaccines are required unless a medical condition, as confirmed by a physician, prevents the applicant from receiving the vaccine. Students must provide documentation that he/she has received the initial dose of the hepatitis vaccine series prior to the designated deadline.
7. The medical results are reviewed prior to the candidate's participation in the clinical practicum. An applicant or student will be required to follow-up any significant findings or discrepancies identified on the physical exam.

#### **D. Criminal Background Check and Drug Screening**

Medical Assisting students will be required to have a criminal background check and a drug screen completed **between July 26, 2018 and August 31, 2018**. By applying for admission to the Medical Assisting program, a student consents to drug and alcohol screening and criminal background checks. A written consent form must be signed by each student prior to the performance of a background check and drug screen. Some facilities require a social security number to be supplied. In the event a prospective student does not have a social security number, that student will have to work 1:1 with the vendor to determine if the criminal background check can be completed based on their individual circumstance. Clinical sites have the right to deny student access based on criminal background check or drug testing results. The inability to complete the clinical portion of the curriculum will prevent the student from progressing within the program. CastleBranch, <http://portal.castlebranch.com/rz21>, is a company that performs the background check, drug screen and monitoring of vaccinations. Results of the criminal

background check must be submitted from the company performing the check and drug screen directly to Carolina East Medical Center at [djenkins@carolinaeasthealth.com](mailto:djenkins@carolinaeasthealth.com) (copies not accepted).

Prior to participation in the practicum, all students are required to have a repeat drug screen between **April 1, 2019 and April 30, 2019**. It is the student's responsibility to pay for and have this completed by the due date (See: CCC MA Required Qualifications for Your Program for additional information.)

CCC does not guarantee the admission of any student to any practicum facility or practicum site. A student's acceptance, participation and continuation at any practicum site are subject at all times to the approval and consent of the practicum site. Students must be able to attend and progress in the assigned practicum site. Alternate assignments will not be made because of inability to progress in an assigned practicum clinical setting. For these reasons, all Medical Assisting students must understand that it is critical that they comply with all policies and procedures of these practicum sites and that they must satisfactorily perform and conduct themselves at any practicum site. Students are under a continuing obligation to supplement the information provided to CCC and any practicum facility concerning background checks, criminal histories or convictions or any other background information. Failure to promptly provide updated or corrected information may be cause for removal from a practicum facility or practicum site and/or from the Medical Assisting program.

**Note:** The criminal background check is multistate. Some states require a social security number to be supplied. In the event a prospective student does not have a social security number, that student will have to work 1:1 with the vendor to determine if the criminal background check can be completed based on their individual circumstance. The inability to complete a criminal background check will prevent the student from participating in the clinical practicum of the program. This situation will prevent progression and success within the program.

## **E. CPR**

CPR certification must be completed by **November 30, 2018** and maintained through the completion of practicum. The course must be an American Heart Association Basic Life Support (BLS) for Healthcare Provider. Online courses and American Red Cross courses do not meet the criteria. Documentation of current CPR certification must be presented to the Program Coordinator. Students without current CPR certification will not be allowed in the clinical practicum. Absences for delinquency in maintaining current CPR will not be excused. CPR courses are available on campus through Workforce Development, or CEHS Education Department or you can locate dates at [www.heart.org](http://www.heart.org).

## **F. Core Orientation**

Core orientation must be completed prior to entering the clinical practicum. You will be provided with information on how to access the information required.

## **G. CarolinaEast Orientation**

CarolinaEast has an orientation packet which must be completed prior to entering the clinical practicum. You will be provided with the packet and instructions for completion at the beginning of the spring semester.

*ONCE ENROLLED IN THE MEDICAL ASSISTING PROGRAM THE STUDENT WILL NOT BE ALLOWED TO ATTEND CLINICAL IF UP TO DATE HEALTH INFORMATION AND OTHER DOCUMENTATION IS NOT PROVIDED.*

## V. Estimated Program Fees and Costs

(All quoted fees and charges are subject to change or may vary)

### 2018-2019 Tuition Rates

#### Resident

Rate per Credit Hour: \$76.00; Maximum tuition charge: (Maximum number of credit hours is 16)  
\$1,216.00

#### Nonresident

Rate per Credit Hour: \$268.00; Maximum tuition charge: (Maximum number of credit hours is 16)  
\$4288.00

Activity fees \$35.00 per semester

Computer technology fee \$48.00 per semester

Parking and security fee \$10.00 per semester

Distance education fee \$25.00 per course in all on-line and hybrid curriculum courses

Physical exams, labs and immunizations \$50.00-\$200.00

CPR \$50.00

Certified Background / Compliance Tracker \$100.00

Professional Liability Insurance \$22.50

Lab fees \$50.00

Uniforms including shoes (for 2 uniforms) \$200.00

Books approximately \$500. It is highly recommended that students acquire books that are required for courses and other supporting tests as able.

Transportation to practicum sites: This cost will vary depending upon the site. Every effort will be made to minimize cost without compromising the variability of the clinical experience.

Pinning (varies) \$50.00

Graduation fees approximately \$80.00 (cap, gown, and tassel, diploma)

AAMA Membership – student \$30 (1 year) or \$55 (2 year)

CMA (AAMA Exam Fees) \$125.00

CCC SMAA Membership \$10.00

Name badge: \$10.00

## VI. Student Appearance and Uniform

### A. Personal Appearance

Students are expected to be neat, clean and appropriately dressed at all times for classes and other school functions. When determining appropriate dress, the student should apply the following guidelines:

- Fingernails should be natural, clean and cut so that they do not extend beyond the fingertips. No fingernail polish may be used. Artificial nails are prohibited.
- Make-up should be minimal, in good taste and applied to be natural looking.
- Heavy perfume or cologne will not be permitted.
- Beards and mustaches must be short and neatly trimmed.
- Use of deodorant is encouraged.
- No visible tattoos. They should be covered to the greatest degree possible. Tattoos should be covered wearing a plain long sleeve white or black t-shirt under the uniform top and tattoos should not show through the student's clothing.
- Hair must be of natural color and professional in appearance. Extreme hairstyles are not acceptable. Hair will not touch the uniform and should be styled in a manner that will prevent hair from falling forward. Hair ornaments should be minimal and inconspicuous (blend with hair color).

Jewelry is limited to the following:

- Wedding band or other ring (no raised stones or metals).
- One (1) pair of earrings (one earring in each ear lobe of the ear) for pierced ears. Pierced earrings should be gold, silver or white studs.
- Visible body piercing adornments are not permitted
- Medical alert bracelet if required
- Non-decorative watch with second hand (no digital)
- No ear gauges are allowed

Consideration must also be given to the fact that strong perfume or cologne and body odors are offensive to most patients, co-workers and students. Preventive measures regarding these odors should be taken prior to reporting to class and practicum assignments. Eating, drinking, smoking and chewing gum are not permitted in the classroom, lab or clinical areas.

Student may not smoke while in program uniform. The smell of smoke on a student uniform is considered unprofessional in the classroom, lab and practicum settings. The student will be removed from the classroom, lab or practicum setting until they are able to return without the odor as determined by the instructor. Any missed time will count under the attendance policy as absences for the course(s). Repeated violations of this policy may result in disciplinary action up to and including course and clinical failure and dismissal from the program.

Students should not wear the uniform in public areas such as grocery stores, malls, etc. Students may not buy sell or consume alcoholic beverages or illicit drugs while in program uniform or lab coat. Violation of



this policy will result in disciplinary action up to and including a grade of unsatisfactory in clinical, consequently an “F” in the course, and immediate dismissal from the program and all program courses.

## **B. Uniform**

**\*\*Students must purchase the full student uniform from the Craven Community College Bookstore. If you need clarification on any requirement, direct questions to the Program Director. \*\***

Since the health professions maintain high personal grooming and appearance standards, it is essential that the student wear the assigned Medical Assisting uniform to all classes and labs after full acceptance into the program. The uniform should fit properly, neat, freshly laundered and pressed, and free of wrinkles and lint at all times.

In addition to the above-mentioned items, the uniform consists of:

- Navy blue top (may wear long-sleeve white or black t-shirt under the uniform top) and pants or skirt, which shall be no shorter than mid-knee. (2 minimum)
- Navy blue scrub jacket (finger-tip length), plain (no monogramming or insignia), optional
- Black Nurse Mate shoes. These can be purchased at any of the uniform stores, on-line, Wal-Mart or Realo Pharmacy in Burne Square. **SNEAKERS ARE NOT PERMITTED.**
- Black socks
- Appropriate underwear must be worn under uniform at all times.
- CCC MA Student name badge, which is to be worn on the upper right portion of the uniform. Name badges are available for purchase through the CCC Bookstore.
- Wrist watch with a second hand. **DIGITAL WATCHES ARE NOT PERMITTED.**
- Stethoscope, optional, can be purchased at any uniform store, on-line, Realo Pharmacy in Burne Square or through the CCC Bookstore, optional.
- Blood pressure cuff, optional.

## VII. Conduct Ethical/Legal Responsibilities

All students are expected to conduct themselves in a manner that is consistent with the Mission, Philosophy and Goals contained in the Code of Conduct in the Handbook of Craven Community College ([www.cravencc.edu/student/coc.rtf](http://www.cravencc.edu/student/coc.rtf)) in addition to conducting themselves with the courtesy and dignity customary of the medical assisting profession.

Part of the student's education focuses on preparing him/her for the work force. In order to meet this goal, a discipline policy, is followed in order to facilitate the graduates' transition into the workforce. The Progressive Discipline process is meant for those students who show unprofessional behaviors during their progress through the program. The faculty hopes that this policy will rarely be used. It is critical that the program groom students as total professionals in order to achieve future success. Failure to meet certain standards may cause the students to enter the progressive discipline.

### A. Class/Laboratory

- Academic Honesty-Students who are aware of academic dishonesty who do not report these issues to their instructor will be held to the same degree of accountability as the student who commits the infraction.
- Academic Dishonesty-The department supports a “zero” tolerance for infractions and in cases where an issue can be proven, recommendations from the program will be made. These issues may include:
  - Removing exams from the classroom for any purpose
  - Submitting another student's work as your own
  - Utilizing another student's answers on an exam
  - Deliberate misrepresentations of facts to faculty
  - Utilizing cell phones to photograph exams
  - Disruptive behaviors in the classroom
  - Disrespectful behaviors toward the instructor. If the student is disrespectful towards the instructor the student will be asked to leave the classroom or lab immediately. **NO exceptions!**
  - Perceived threatening behaviors to faculty or peers
  - Failure to adhere to the dress code
  - Failure to complete assignments
  - Performance issues
  - Attendance and tardiness concerns
  - Using cell phones or other communication devices during instructional time unless being used to accessing medical assisting resources. Texting, emailing or use of social networks is not allowed in class, lab or clinical practicum areas.
  - Use of profane or obscene language at any time

## **B. Clinical Practicum**

This information can be found in the Clinical Practicum Handbook

## **C. Progressive Discipline**

The Medical Assisting program follows a progressive discipline policy that typically consists of three steps. Depending on the seriousness of any situation, however, any step may be skipped with the approval of the Program Director. A student will enter progressive discipline whenever he/she fails to meet the expectations of the department. Typically, progressive discipline adheres to the following:

- **First Offense:** Receive written documentation on the Student Strategic Plan for Success, reminding them of the policy and documenting that the student has been counseled regarding the need to improve in a specific area.
- **Second Offense:** Occurs when the student has already received written documentation on the Student Strategic Plan for Success and current issues or unresolved issues continue. The student will be placed on probation and documentation on the Student Strategic Plan for Success regarding the incident.
- **Third Offense:** Recommendation for dismissal

After considering relevant information and conferring with the MA faculty, the Dean of Health Programs and Program Director will determine whether to:

- Outline in a contract with the student the specific requirements for the student to continue in the program (Failure to adhere to any requirements set forth by this contract as determined by the Dean of Health Programs will result in dismissal)
- Dismiss the student.

## **D. Dismissal from the Program**

The Medical Assisting faculty reserves the right to recommend the dismissal of a student from the program. The Program Coordinator has the right, authority, and responsibility to make a decision on such a recommendation. The following reasons, though not intended to be all-inclusive, constitute due cause for a student to be dismissed from the Medical Assisting program.

1. Failure to meet the academic standards as set forth in the college catalog and the Medical Assisting Student Handbook.
2. **Health Problems:** A student's physical and emotional health is discussed at faculty-student conferences. It should be noted that health problems, which result in excessive absences or non-completion of practicum competencies, may be grounds for dismissal from the program. It is the philosophy of the Medical Assisting faculty that a student's personal health has priority over

one's educational program. A student should not continue in the program at the expense of endangering one's health.

3. Excessive absences or habitual tardiness as defined in the attendance policy found in this handbook.
4. Student performance behavior in the practicum setting that (1) indicates difficulty in making appropriate judgments in the practicum setting or (2) conflicts with patient safety essential to safe Medical Assisting practice leading to unsatisfactory clinical performance and failure. Such behavior is defined as a failure to assess or act appropriately on information that another or a majority of students at the same level would recognize as important to patient health and safety. Any student who requires an inordinate amount of instructor's time in the practicum setting because of poor judgment, poor decision-making skills, or safety violations will be subject to dismissal from the program.
5. Unauthorized possession, use, sale or distribution of alcoholic beverages or any illegal or controlled substances.
6. Unauthorized use, possession, or storage of any weapon.
7. Physical and/or psychological abuse, threat or harassment of any patient, visitor, agency staff, student or faculty member.
8. Theft, abuse, misuse or destruction of another person's or agency's property.
9. Unauthorized disclosure, removal or misuse of confidential information about any patient, student or agency staff.
10. Engaging in or promoting others to engage in conduct that threatens or endangers the health, safety or physical/psychological well-being of another person.
11. Academic dishonesty as previously defined.
12. Stealing, cheating (which includes cheating on tests, quizzes or any written work),
13. Disrespectful behavior or manor in the way you address one another, instructors, patients, and facility staff members.
14. Purchase or use of faculty edition textbooks, test banks, or other faculty resources. Students found in violation of this code will be immediately dismissed from the medical assisting program, will receive a grade "D" for the course, and will be ineligible for re-entry into the medical assisting program.
15. Failure to follow OSHA standards in the classroom/labs for the Medical Assisting program. These standards can be found at: <http://osha.gov/SLTC/healthcarefacilities/index.html>. Current OSHA standards will be discussed in class as they pertain to the subject being taught or the lab specific activity. However, it is the responsibility of the student to read these guidelines prior to lab content being introduced.
16. Failure to follow HIPAA. A summary of the HIPAA Privacy Rule can be found at the U.S. Department of Health and Human Services website: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/summary/>

**Any student dismissed from the medical assisting program for the above reasons with the exception of 1, 2 and 3 is not encouraged to apply for readmission to the program. Student's dismissed from the program related to items 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 and 16, will receive a final course grade of "F". Students dismissed from the program related to item 2 will result in a grade of "W".**

## **E. Dismissal Process**

Any student who is recommended for dismissal from the Medical Assisting Program will have a conference with the Instructor to discuss the reason(s) for the dismissal. Then the student, the Instructor, and the Program Coordinator will discuss the reasons(s) for the dismissal. The student will receive a letter stating the reason(s) for dismissal.

**Students dismissed from the program related to item number 1 will receive the grade as earned per the course syllabus and program academic policies.** Dismissal from the course will take effect immediately and the student will not be allowed to return to class, lab or clinical for that course. If a student is enrolled in multiple program courses within the same semester, the student will be allowed to complete any other program courses specific to progression within the program that they are enrolled in for the same semester, and then will be dismissed from the program at the end of that semester.

**Students dismissed from the program related to item number 2 will receive a grade of “W.”** The program dismissal will take effect immediately and the student will not be allowed to return to class, lab or clinical and will be immediately withdrawn from all program courses specific to progression within the program. (i.e. MED 130, MED 131, MED 140, MED 150, MED 260, MED 262, MED 274)

**Students dismissed from the program related to item number 3 will receive a final course grade of “F”;** and the dismissal from the course will take effect immediately and the student will not be allowed to return to class, lab or clinical for that course. If a student is enrolled in multiple program courses within the same semester, the student will be allowed to complete any other program courses specific to progression within the program that they are enrolled in for the same semester, and then will be dismissed from the program at the end of that semester.

**Students dismissed from the program related to items numbered 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15 and 16, involving a program course will receive a final course grade of “F”;** and the program dismissal will take effect immediately. The student will not be allowed to return to class, lab or clinical for any program courses and will be immediately withdrawn from all other program courses specific to progression within the program.

**Any student dismissed from the medical assisting program for the above reasons with the exception of 1, 2, and 3 is not encouraged to apply for readmission to the program.**

## **F. Appeals**

Students may appeal according to the College’s student appeal procedure. A copy of the procedure can be found in the College’s current student handbook, online at [www.cravenc.edu](http://www.cravenc.edu), or can be requested from the Vice President of Instruction. All appeals must be filed in a timely manner as specified by the College’s student appeal procedure.

## VIII. Attendance

### A. College

The general attendance policy for Craven Community College as stated in the College catalog will apply to all courses. Medical assisting students are expected to meet all classes, laboratory periods and practicum learning experiences.

### B. Medical Assisting Department

- Moodle: Students are expected to check Moodle announcements and college provided email accounts on a regular basis for any updates from faculty.
- Classroom Sessions: Students are expected to be in class on time and attend all classes. A student in a MED class must attend a minimum of 90 percent of class. Any three (3) instances of tardiness in each class will constitute one class hour of absence. A tardy is defined as arriving to class 1-14 minutes after scheduled instruction time has begun. The clock in the classroom or lab will be the reference for time. Anyone arriving later than 15 minutes after schedule instruction time has begun will be counted absence for the class. It is **your** responsibility to make sure your instructor has changed an absence to a tardy (after the class has ended) on a day you arrive late to class. Students will be automatically withdrawn from the course(s) when absent for more than 10 percent of the class if prior to the last date for withdrawal; if after the withdrawal date a “D” will be assigned as the course grade and will result in dismissal from the program. Excessive absences or habitual tardiness may be cause for dismissal. If a student knows in advance that he/she will be absent, especially for any type of testing, the instructor is to be notified prior to the absence. If a student is absent for any testing, no makeup exam will be offered unless the absence is excused or the instructor is notified prior to the exam. Make up exams may or may not be the same format as the original exam.
- Laboratory Sessions: Students are expected to be in lab on time and attend all labs. Any three (3) instances of tardiness in each lab will constitute one class hour of absence. A tardy is defined as arriving to class 1-14 minutes after scheduled instruction time has begun. The clock in the classroom or lab will be the reference for time. Anyone arriving later than 15 minutes after schedule instruction time has begun will be counted absence for the class. It is **your** responsibility to make sure your instructor has changed an absence to a tardy (after the class has ended) on a day you arrive late to class. Students will be automatically withdrawn from the course(s) when absent for more than 10 percent of the class if prior to the last date for withdrawal; if after the withdrawal date a “D” will be assigned as the course grade and will result in dismissal from the program. If a student knows in advance that he/she will be absent, especially for any type of lab, the instructor is to be notified prior to the absence. Missing two or more clinical labs WILL result in a “D” for the course lab and the student will be withdrawn from the program.

- **Clinical Practicum:** Clinical is a supervised practicum experience of 240 hours. Students shall not receive compensation/payment, monetary or otherwise, from the practicum site. Proficiency of skills is strongly linked to clinical attendance; therefore, there will be a zero tolerance of externship absences within the Medical Assisting program at Craven Community College.  
\*\*Additional information can be found in the Clinical Education Manual\*\*
- Whenever a student is ill and/or absent from class, lab, or practicum, it is the student's responsibility to obtain assignments and materials missed. When a student is unable to attend a practicum session, he/she is to notify the assigned affiliating agency and the instructor per the practicum instructor's guidelines

### **IX. Inclement Weather Guidelines**

College Cancellation/Closing: Weather related cancellations will be announced on the College's webpage, [www.cravencc.edu](http://www.cravencc.edu). Cancellations may also be announced on Public East Radio (89.3 WTEB, 91.5 WBJD, 88.5 WZNB, 90.3 WKNS, 88.1 Greenville) and local radio and television. For a complete listing of all stations, please visit [www.cravencc.edu/student/handbook.cfm](http://www.cravencc.edu/student/handbook.cfm)

Our primary concern is the safety of our students in the event of inclement weather. Student will adhere to the college policy in reference to class, lab and clinical. If a delay or a late start of college is announced that will also be the time the student is to report to class, lab or clinical. (2-hour delay for class or lab will mean from the time the college opens which is 8 am, therefore class or lab will begin at 10 am).

Student will be required to make-up class, lab and clinical hours to meet the student learning outcomes. Faculty will communicate specific information for make-up of each of these components. Failure to submit assignments and/or fulfill course time will impact negatively on progression and attendance requirements.

## X. Grading, Assignments and Tests

### LETTER GRADING SYSTEM USED BY THE MEDICAL ASSISTING PROGRAM

<u>Letter</u>	<u>Numerical Equivalents</u>	<u>Quality Points Per Semester Hour</u>
A	90 – 100	4
B	80 – 89	3
C (unable to progress)	70 – 79	2
D (unable to progress)	60 – 69	1
F (Failing)	Below 60	0
W	Withdrawal	0
I	Incomplete	0
AU	Audit	0

#### A. Testing Policy

Students are responsible for taking tests as scheduled. All tests will be posted in advance and taken in Moodle (for online courses) or in class time (for hybrid and seated courses). A student will be allowed to make up one (1) missed excused test during a semester. A missed test must be made up on the day of the student's return to class or lab. A test not made up on the day of return will constitute a grade of "0" for that test. Example: Student is absent from test on Monday, returns Tuesday. The test must be made-up Tuesday by 6 pm.

*Important: A student arriving late to class on test/exam day will not be allowed to take the test and will receive a zero for the test/exam grade unless the instructor has been notified prior to the tardy.*

#### B. Dosage Calculation Quizzes

Introduction to dosage calculations will be covered in MED 272 during the spring semesters. Dosage calculation quizzes will be a required component of these courses. Students are responsible for studying and practicing the concepts taught. There will be milestone dosage calculation quizzes throughout the fall and spring semesters. Ultimately, students must obtain 90% on each dosage calculation sections. Students will not be able to progress through the quizzes until 90% is obtained on the previous quiz. **All work must be written out. No calculators are allowed.**

#### C. Written Assignments

See course syllabi, supporting handouts, rubrics, faculty consultations and Moodle announcements for individual course requirements for class and lab. Submission of late assignments will be penalized in grading (10 points for each day) and may result in a zero.



## **D. Laboratory Sessions**

1. Students must adhere to guidelines while in the lab. Students will wear uniforms during lab sessions.
2. Students must be prepared for the lab session by having read the scheduled lab competencies and assignment prior to the start of the lab. Failure to be prepared may result in dismissal from the lab as determined by faculty and the Program Director. The student will receive a non-passing grade for that session.
3. Students must maintain confidentiality of the lab session as if the manikins are human. HIPAA requirements will be adhered to. Failure of confidentiality may result in the student receiving an “F” in the course and dismissal from the program.
4. Students are accountable for their own professional behavior and performance.
5. The lab may be used for practice, assessment, evaluation and remediation as determined by the faculty and the Program Director. Students may self-refer for their own remediation by meeting with the Program Director.
6. Audio-visual equipment is in use in the lab. Students must be aware that their experience may be recorded at any point. Those videos may be used for educational purposes with no further right to privacy.
7. Willful destruction of lab resources may result in dismissal from the program. No food or drink is allowed in the laboratory areas.
8. Minimum expectations for all lab sessions include, but are not limited to:
  - Introduction of self to your “patient”
  - Use of standard patient identification
  - Use of standard precautions before, during and after all simulation experiences
  - Demonstration of initial primary observation/assessment and data collection skills
  - Active participation in case scenarios/simulation debriefing per course syllabi
  - Effective communication with interdisciplinary members, family and peers
  - Use of the seven rights of medication administration

## **E. Strategies for Success**

1. The Strategic Plan for Success is an intervention for assisting students in meeting learning outcomes.
2. When a student earns an unsuccessful grade (unsatisfactory or less than 80), a Craven Community College Medical Assisting Student Strategic Plan for Success may be initiated.
3. Issues such as, but not limited to, unpreparedness for class, unsafe practices in lab, deficits in professional demeanor as well as numeric scores will be considered.
4. The individualized plan can remain in effect up to the end of the curriculum program for the student.
5. Strategies will be specific to the individual need of the student but may include, as examples, use of specific resources, SPEET review, focused practice in skills sets or other strategies to improve academic and lab performance.

## **XI. Progression**

### **A. Technical Standards**

Certain functional abilities are essential for the delivery of safe, effective medical care during clinical experience activities. The Medical Assisting faculty, utilizing clinical site standards, has determined that certain technical standards are requisite for progression and graduation from the Medical Assisting program.

The student must be able to:

1. Walk, stand for long periods of time, stoop, reach, lift, and bend.
2. Lift, turn, support, move, position and transport patients of all weights and ages (newborns, pediatrics, adolescents, adults, and geriatrics).
3. Access all patient examination tables and to respond immediately to an emergency anywhere in the facility.
4. Reach for, finger and handle records/reports in keying of data into a computer or EHR.
5. Use manual dexterity to render patient care.
6. See and fully communicate (both orally and written) with patients, doctors, and other employees either in person or over the telephone.
7. Work effectively with others demonstrating tact, discretion, and diplomacy. Must be able to maintain calm, effective, and accurate performance in stressful situations.
8. Follow directions and performs assigned activities.
9. Work around blood and bodily fluids, and potentially infectious organisms.

Upon admission, a candidate who discloses a disability and requests accommodation will be asked to provide documentation of his or her disability for the purpose of determining appropriate accommodations, including modification to the program. The College will provide reasonable accommodations, but is not required to make modification that would substantially alter the nature or requirements of the program or provide auxiliary aids that present an undue burden to the College. To continue in the curriculum, the candidate must be able to perform all the essential functions outlined in the Technical Standards either with or without accommodation.

### **B. Requirements**

Students may not take Medical Assisting courses out of sequence, and must comply with all departmental policies.

All courses required in the medical assisting program must be taken in the sequence outlined in the curriculum. General education courses may be taken prior to enrollment in the medical assisting courses.

A 2.0 is the minimum cumulative grade point average required for progression within the medical assisting program. Any student who falls below the requirement of an “80” average at any point during the semester will be required to: 1) meet with the instructor of the course to discuss an action plan, 2) review material and/or assignments one-on-one with the instructor, 3) complete remediation assignments

as directed by the instructor (may include additional/alternate lab sections of the course to review material and remediate skills).

**\*\*Medical Assisting students MUST earn an “A” or “B” in all core medical assisting (MED) courses. Students who do not earn an “A” or “B” in a MED core course must repeat the course in which they were not successful to progress in the curriculum. Multiple MED courses may not be repeated---one medical assisting course may be repeated once. If a student is unsuccessful in more than one MED course, the student will be dismissed from the program\*\*.**

**\*\*For all required support courses (general education) within the Medical Assisting curriculum, a minimum grade of “C” must be obtained in order to progress through the Medical Assisting program\*\***

All students who successfully complete the required courses will be eligible to apply for a diploma or associate degree in Medical Assisting.

## **XII. Medical Assisting Program Readmission (Re-entry) following withdrawal or failure to meet course or curriculum requirements**

### **A. Requirements**

1. Students who are unsuccessful anytime may re-apply, one time, to the program. Applicants would have to complete the admission process and be selected for the program. The program is not required to accept any re-admission applicants and the number of slots, if any, filled by readmitted students, is at the discretion of the medical assisting program coordinator.
2. Readmission applicants are considered on an individual basis. Students applying for readmission will be rank-ordered based on their academic performance and those students with the highest GPAs will be considered on a space basis with the final decision of readmission at the discretion of the medical assisting program coordinator.
3. Any former medical assisting student from CCC or any other medical assisting program desiring readmission must complete the following items which will be used in consideration of their readmission application:
  - a. Meet the current admission requirements and procedures required of all Medical Assisting applicants by the designated date.
  - b. Submit a detailed, professionally written letter with their application to the Program Coordinator of the program stating:
    - a. The reasons for previous withdrawal or dismissal from the program
    - b. The reasons he/she desires to be re-admitted
    - c. The circumstances that have changed to indicate that the applicant would successfully complete his/her Medical Assisting education at this time
  - c. Have a pre-admission conference with the Medical Assisting Program Coordinator and Dean of Health Programs.
  - d. Repeat any medical assisting program courses not completed within the previous two years. The admission re-entry point will be determined by the program coordinator.
  - e. Demonstrate competency of certain knowledge, skills, and medication calculations appropriate for the point of re-entry to the program at the Program Coordinator's request.
  - f. Submit physical exams if records on file are more than two years old. Submit updated CPR, immunization records, and an updated criminal background check with drug screen using designated vendor chosen by the program.

### **XIII. Transfer Student**

#### **A. Requirements**

1. Applications for Transfer Admission into the Medical Assisting program will be accepted on a year-round basis. Students should consult with the Medical Assisting Program Coordinator regarding medical assisting course transfer credit and with the Registrar's Office regarding general education course transfer credit. Selection for transfer admission will be based on meeting all admission criteria and is subject to space availability.
2. Course Transferability
  - a. General education course transferability is determined by the Records Office.
  - b. Medical Assisting course transferability is determined by the Medical Assisting Program Coordinator and the Dean of Health Programs.
  - c. Medical Assisting courses must be no more than three (3) years old.
  - d. All MED courses must reflect a minimum grade of "B" or better. It is the student's responsibility to provide official documentation from the prior college that this requirement is met.
  - e. The student must provide syllabi or other documentation of medical assisting course content. Documents may include course descriptions, course outlines, lab/clinical skills, etc. from medical assisting courses completed to facilitate placement within the medical assisting curriculum.
  - f. Letter of recommendation from medical assisting instructor or program coordinator who most recently supervised applicant.
  - g. Have been enrolled in a Medical Assisting program within two years immediately preceding transfer to CCC's Medical Assisting program.
  - h. The student must meet all curriculum requirements at the time of admission.
  - i. The student must meet all admission requirements and provide appropriate documentation.
  - j. The student must provide physical exam records, CPR documentation, obtain liability insurance, complete a criminal background check and drug screen.
  - k. Space is available to accommodate the applicant.
  - l. The Medical Assisting Program Coordinator, in consultation with appropriate faculty recommends acceptance of the specific medical assisting course(s).
  - m. Psychomotor and affective competencies included in the course were each successfully completed.
  - n. Final course grade in required non-medical assisting course is "C" or better.
  - o. Transfer of credit WILL NOT be granted for experiential learning.
  - p. Transfer of credit WILL NOT be granted for cooperative education or work based learning.

## **XIV. Other Information**

### **A. Student Employment**

Employment while pursuing a medical assisting education is at the student's discretion. However, employment responsibilities must not conflict with educational responsibilities. If a student is employed in a facility providing health care, he/she must perform only in the role which they are hired. The responsibilities should in no way be related to his/her responsibilities as a student. The employing facility takes full responsibility for the student employee's action while working.

### **B. Student Transportation**

Students are responsible for their own transportation and any cost associated to and from the College and clinical facilities. Student car-pools are the responsibility of the individual student and not the responsibility of the department or the college.

### **C. Liability Insurance**

Each student is required to have malpractice liability insurance. Medical Assisting students are enrolled in a group policy through Doug Sutton Insurance Services with the premium being paid by the applicant to the Business Office when spring semester tuition and fees are collected. Personal policies will not be accepted.

### **D. Badges**

CarolinaEast Medical Center issues a badge to each student assigned to a CarolinaEast facility and are to be used only for educational purposes and during scheduled educational experiences. Utilization of the badges at other times will constitute grounds for dismissal from the program. Students must wear these badges while in the clinical facility. A student who arrives at clinical without their badges will not be allowed to remain at the clinical location. Students will be responsible for these badges and must turn them back in to the college upon completion of the medical assisting program or when they are no longer enrolled in the program. Loss of these badges must be reported immediately.

### **E. Financial Indebtedness**

Any student who fails to resolve any outstanding debt to the College (i.e.: tuition, bookstore, library fees, parking fine, graduation, promissory note, financial aid, equipment, supplies debt, or any other required payment) will not be permitted to register or receive graduation diplomas, academic or financial transcripts. In addition, past due accounts will be turned over for collection through the NC Department of Revenue's Setoff Department program and a collection agency. (CCC Catalog)

## **F. Pinning Ceremony**

The pinning ceremony, usually held in Orringer Auditorium, is formal recognition of the challenging work and effort exerted by the students throughout the Medical Assisting program, and recognition of attainment of their final goal in completion of the Medical Assisting program. The student is publicly awarded the pin which specifically represents their program of medical assisting.

Participation in the pinning ceremony is optional, but students are strongly encouraged to enjoy this acknowledgment. Students will be advised by the Program Director and faculty as to the agenda and requirements of the ceremony.

Students will wear a designated professional uniform and shoes. Students must adhere to the professional standards of clinical attire as they would in the clinical setting, see *Appearance and Uniform*. Students are responsible for all expenses related to the pinning ceremony (uniform, shoes, pin, etc.)

## **G. Application for Certification**

Prior to graduation, students **MUST** participate in the national credentialing exam offered by the AAMA (American Association of Medical Assistants) to graduate. Successful candidates who meet all the requirements of graduation and pass the credentialing exam will be awarded the CMA (AAMA) credential.

To take the national exam, the student must complete the application to the AAMA for examination. The application can be found on the website at: [www.aama-ntl.org/becomeCMA/apply\\_CMA.aspx](http://www.aama-ntl.org/becomeCMA/apply_CMA.aspx). Students are always responsible for determining and maintaining their own eligibility for taking the CMA (AAMA) examination. At this time, the exam fee is \$125.

## **H. Student Medical Assistant Association (SMAA)**

After school has been in session for approximately four weeks, each class will elect officers, including a President, Vice President, Secretary, Treasurer, Historian, and a Student Government representative. The Program Coordinator will serve as advisor to the club. The advisor will be available for class meetings and serve as a resource person and consultant.

The officers will preside over class meetings and be the official representatives for all business matters concerning the class. Class meetings should be announced at least 48 hours prior to the meeting time; an agenda should also be posted.

# Medical Assisting Program

# Forms





**Form A**  
**Consent for Audio/Video/Photographs for Educational Purposes**

**Educational Purposes**

Lab competencies and simulation activities may be recorded and stored for debriefing and educational purposes.

I, the undersigned, agree to audio/video or photographs for educational purposes for the Medical Assisting Program at Craven Community College. This permission will be in effect through the duration of my participation as a student in the Medical Assisting Program at Craven Community College.

\_\_\_\_\_

Student Name (Print) and Student ID

\_\_\_\_\_

Student Signature

\_\_\_\_\_

Date

**Promotional Purposes**

Activities may be photographed and used for website or promotional purposes.

I understand that I may be photographed while participating in a lab competency or simulation activity. I, the undersigned, give permission to utilize my image for website or promotional purposes.

These documents will be stored through the duration of my participation as a student in the Medical Assisting Program at Craven Community College.

\_\_\_\_\_

Student Name (Print) and Student ID

\_\_\_\_\_

Student Signature

\_\_\_\_\_

Date



**Form B**  
**Medical Assisting Student Contractual Agreement**

I, the undersigned have:

- a. received a copy of;
- b. read;
- c. received explanation of;
- d. and have had the opportunity to have my questions answered regarding the policies and guidelines as stated in the Medical Assisting Student Handbook.

I understand that I must comply with and follow these guidelines and policies during my enrollment as a medical assisting student at Craven Community College. Failure to read the information contained in the handbook is not considered an excuse for non-compliance or lack of understanding.

I also understand that this signed agreement will be filed in my student record.

\_\_\_\_\_  
Student Name (Print) and Student ID

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date



**Form C**  
**CRAVEN COMMUNITY COLLEGE HEALTH CARE PROGRAMS**

I. Release of Student Medical Information to Clinical Sites

I. WAIVER AND CONSENT:

STUDENT RECORDS AND PRIVACY ACT

In consideration for arranging clinical studies which are a curriculum requirement, the undersigned waives his or her rights under the Student Records and Privacy Act and permits Craven Community College to release results of criminal background checks, physical examinations ("Information"), and other necessary personal medical information to clinical sites.

The undersigned further acknowledges understanding and agreement that the release of such Information is for his or her benefit to facilitate access to the clinical site; and that release of the Information does not, however, guarantee acceptance of the undersigned at the clinical site; and that the undersigned may be rejected by the clinical site on the basis of the Information released to it; and the undersigned shall and hereby does hold harmless the Board of Trustees of Craven Community College, Craven Community College, and all agents and employees of Craven Community College from any and all liability, cost, and loss in the event of such rejection because of the Information.

Student Signature: \_\_\_\_\_

Student Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_



**Form D**  
**Cell Phones and Social Networking**

•Student use of cell phones in class, clinical, or lab for purposes other than classroom activities is prohibited. No texting will be allowed during class. Cell phones must be placed on silent mode and removed from the desk top during any quizzes or tests. Violation of this policy will result in probation.

•Divulging any information about clients via social networking including comments and/or photos that do not identify clients will result in immediate dismissal from the program.

•Unauthorized postings of instructors, campus labs, clinical labs/facilities or class are prohibited. Unauthorized use of material/videos/pictures bearing the name of Craven Community College is strictly prohibited.

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Student Name (Print) and Student ID

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Student Signature

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Date